

## **CHAPTER 22 PHARMACY SERVICES**

REVISION DATES: 2/4/2026, 1/3/2024, 5/11/2022, 7/1/2020, 3/7/2018,  
5/26/2017, 6/17/2016, 4/16/2014

REVIEW DATES: 1/27/2026, 12/19/2024, 10/27/2023

EFFECTIVE DATE: March 29, 2013

This chapter explains how pharmacy services are administered by the Division and the Administrative Services Subcontractors (AdSS) for Division Members and by the Prescription Benefit Manager (PBM) for Tribal Health Plan (THP) Members.

### **Preferred Drug List (PDL) or Formulary**

Any Arizona Health Care Cost Containment System (AHCCCS) healthcare provider may prescribe prescription drugs and over-the-counter medications listed on the AHCCCS Preferred Drug List. Prescriptions issued by prescribers should allow for generic substitution, whenever possible for cost effectiveness. The AdSS may cover more drugs than are listed but not less than what is listed on the AHCCCS PDL. Requests for a hard copy of the PDL shall be submitted to the AdSS Customer Service for Division Members or to AHCCCS Customer Service for THP Members.

Changes and updates to the AdSS PDL are communicated through pharmacy and provider newsletters and are posted on the AdSS websites monthly. The updates for Mercy Care Arizona can be found on their website under the provider section, pharmacy services. The updates for UnitedHealthcare Community Plan (UHCCP) can be found on their website under plan documents. Updates for THP Members may be found on the AHCCCS pharmacy website.

### **Prior Authorization (PA)**

Some medications require PA or are Non-Preferred. The PA medication guidelines may be found on the AdSS website or AHCCCS pharmacy website. This means the health care prescriber is required to submit documentation or medical records explaining why the medication is medically necessary or why the Member cannot take medication on the PDL. PA requests must be reviewed within 24 hours and if additional information is required, a decision must be rendered within 7 days. A Notice of Adverse Benefit Determination must be mailed to the Member within 3 days. The prescriber will receive a fax of the decision

within 24 hours. The AdSS may submit PA requests electronically or via fax. The form and information can be found on the AdSS' website. For THP members the form may be found on the AHCCCS website.

### **Pharmacy Network**

Medications may only be filled at AHCCCS registered pharmacies and pharmacies that are part of the AdSS' pharmacy network. Providers may access this information on the AdSS' website under "Find a provider or pharmacy". Members who are enrolled in the THP may utilize any of the following network pharmacies to receive their medications: Indian Health Service (IHS) facilities, 638 Tribal Facilities, or Pharmacies that are part of the OptumRx pharmacy network on the AHCCCS website.

*Vicki D. Copeland, MD*

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Signature of Chief Medical Officer

Vicki D. Copeland, MD

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Name

2026-02-01

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Date